

## Current Ticket Status Settings in IssueNet

Approved	The issue resolution has been approved.
Assigned	The issue has been assigned to a support person.
Awaiting Approval	The issue is being evaluated for approval.
Closed	The issue has been closed.
In Progress	The support area is aware of the issue and it is being worked on
New	The issue has been submitted but not reviewed.
On Hold	This issue is on hold pending review.
Pending Requestor Response*	The support area required further information from the requestor.
Pending Support Response*	The requestor has entered additional questions for the support staff.
Re-Opened	The issue has been reopened.
Resolved - Ready to Close*	The issue has been resolved by the support area and is ready for the requestor to review and close.
Responded*	The requestor or assigned resource has responded to a question or need for more information.

\*Email notifications are sent when these statuses are chosen.

All emails include the text:

PLEASE DO NOT RESPOND TO THIS EMAIL. IT HAS BEEN AUTO-GENERATED.

### Pending Requestor Response:

Email is sent to the requestor (individual that submitted the ticket) stating:

The reviewer has transitioned the issue to indicate that more information is required. Please respond to questions in the issue description to help complete the ticket.

Remember to set the issue Status to 'Responded' so that notification will be sent to the assigned resource.

### Pending Support Response:

Email is sent to the assigned resource (individual or team assigned to the ticket) stating:

The requestor has transitioned the issue to indicate there is question for the support staff. Please respond to questions in the issue description to help complete the ticket.

Remember to set the issue Status to 'Responded' so that notification will be sent to the requestor.

### Resolved - Ready to Close:

Email is sent to the requestor (individual that submitted the ticket) stating:

The support staff has transitioned the status to indicate that this issue has been resolved and is ready for you to close. Please review and adjust the status accordingly.

Responded:

Email is sent to the assigned resource (individual or team assigned to the ticket) or the requestor (individual that submitted the ticket) stating:

The issue status has been transitioned to indicate that information requested has been entered. Please review.

NOTE: Responded is used when information is entered based on either the Pending Requestor Response or Pending Support Response. The system is smart enough to know which user is setting the status and sends the email to the appropriate email address.

**BASIC SUPPORT TICKET WORKFLOW SAMPLE:**

1. New Issue Entered By Requestor  
Status: New  
Assigned To: Auto-assigned to the appropriate team based on Support Area choice
2. Issue Read and Assigned by Support Person  
Status: Assigned or In Progress  
Assigned To: Support Person
3. Support Person Completes Work on the Ticket  
Status: Resolved - Ready to Close  
Email: Sent to Requestor
4. Requestor Reviews Work and Closes Ticket  
Status: Closed

**SUPPORT TICKET WORKFLOW SAMPLE:**

1. New Issue Entered By Requestor  
Status: New  
Assigned To: Auto-assigned to the appropriate team based on Support Area choice
2. Issue Read and Assigned by Support Person  
Status: Assigned or In Progress  
Assigned To: Support Person
3. Support Person Determines More Information is Needed  
Status: Pending Requestor Response  
Email: Sent to Requestor
4. Requestor Enters Additional Information into Ticket  
Status: Responded  
Email: Sent to Support Person

5. Support Person Completes Work on the Ticket  
Status: Resolved - Ready to Close  
Email: Sent to Requestor
6. Requestor Reviews Work and Finds Something is Incomplete  
Status: Pending Support Response
7. Support Person Completes Work on the Ticket  
Status: Resolved - Ready to Close  
Email: Sent to Requestor
8. Requestor Reviews Work and Closes Ticket  
Status: Closed